

# Instruction to your Bank or Building Society to pay Direct Debits

Please fill in the whole form and send to:  
FREEPOST, Cumberland Building Society,  
Cumberland House, Cooper Way, Carlisle. CA3 0JF

Originator's Identification Number

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1. Name and full postal address of your Bank or Building Society Branch

To: The manager

Bank or building society

Address

Post code

2. Name(s) of account holder(s)

3. Branch Sort Code

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4. Bank or Building Society account number

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5. Cumberland Building Society reference number

6. Instruction to your Bank or Building Society

Please pay Cumberland Building Society Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee.

**I understand that this instruction may remain with Cumberland Building Society and, if so, details will be passed electronically to my Bank or Building Society.**

Signature(s)

Date

Banks and building societies may not accept direct debit instructions for some types of account.



This guarantee should be detached and retained by the Payer

## The Direct Debit Guarantee



- The Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
  - If there are any changes to the amount, date or frequency of your Direct Debit the organisation will notify you (normally 10 working days) in advance of your account being debited or as otherwise agreed. If you request the organisation to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by the organisation or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
  - If you receive a refund you are not entitled to, you must pay it back when the organisation asks you to
  - You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify the organisation.

What you need to do	
Is this direct debit replacing your current payment method	
Current payment method	What you need to do
Direct debit	Ask your bank to cancel to cancel the existing direct debit
Standing order (bankers order)	Ask your bank to cancel the existing standing order
Transfer from a Cumberland account	Nothing, we will cancel the existing transfer